

CITY OF ALBUQUERQUE

Albuquerque, New Mexico Office of the Mayor

Mayor Timothy M. Keller

INTER-OFFICE MEMORANDUM

October 31, 2025

TO: Brook Bassan, President, City Council

FROM: Timothy M. Keller, Mayor

SUBJECT: Q1 FY26 ABQ RIDE Quarterly Security Report with APD, ACS, and

Metro Security Data

The Transit Department was directed by O-22-47 to submit an executive communication each quarter containing security data from multiple security entities starting in July of 2024 for Q4 FY24. This report presents data from ABQ RIDE, Albuquerque Police Department (APD), Albuquerque Community Safety (ACS), and Albuquerque Metro Security. Report information includes Q1 FY26 statistics on calls for security service. Calls are categorized and documented by location (such as on the bus, at bus stops, on bus routes, and at transit facilities when available), by reporting entity and by incident type. All data has been verified by each department prior to submission.

Please note that 'by-route' data is provided only by Metro Security. Beginning with this quarterly report, only routes with recorded security calls are listed in the security report. If a route does not appear, it means Metro Security did not receive any calls for that route during the reporting period.

The Transit Department is currently working with a consultant (Parametrix) to streamline and improve data collection across all security reporting departments and establish key performance indicators for security data that will inform decisions for safety and security resource deployment.

ABQ RIDE has a multi-layered approach to transit safety that approaches different types of safety issues with a matched response for the need.

APD is ABQ RIDE's primary partner in transit safety. They provide Transit Safety Officer (TSO) and Police Service Aide (PSA) personnel across the transit system. TSO mobile units are dedicated to transit and meet incidents that arise across the entire transit system as well as

provide proactive patrols. PSAs provide observe and report services on City buses. Both TSO's and PSA's have direct access to APD sworn officers should the need arise. APD also conducts undercover operations in transit corridors to monitor safety and provided Crime Prevention Through Environmental Design analyses for transit facilities to improve rider and staff safety. APD does not have the ability to identify incidents as specific to transit, report on bus or by route data because geographic data is based on address and bus incidents and on route data does not provide that. The Transit Department is continuing to work with APD to increase the number of full-time TSO positions in accordance with the recommendations of the Long-Range Transit Security Plan.

Metro Security provides on-demand mobile support if there are no mobile TSOs available.

ACS plays a supportive role in the overall public safety framework by responding to nonemergency calls related to behavioral health, suicidal ideation, welfare checks, wellness checks, homelessness, and related concerns. These calls for service are received through 911 or 311, much like calls for service at other locations throughout the city. While ACS may respond to incidents at bus stops and transit locations, the department does not provide security or enforcement, nor does it assign personnel specifically to provide transit security.

More information about ABQ RIDE's safety strategy can be found on ABQRIDE.com.

TITLE/SUBJECT OF LEGISLATION: Q1 FY26 ABQ RIDE Quarterly Security Report with APD, ACS, and Metro Security Data

Approved:

Approved as to Legal Form:

DocuSigned by:

Lauren keek

10/28/2025 | 8:27 AM MDT

Lauren Keefe

City Attorney

Date

Chief Administrative Officer

Recommended:

DocuSigned by:

Leslie Keengo/27/2025 | 8:24 AM MDT

FFB323DDFBE2427... Leslie Keener

Date

Transit Director

Cover Analysis

1. What is it?

Executive Communication containing a submission of ABQ RIDE Quarterly Security data for Q1 FY/26 as required by City Council. This reporting is required as part of O-22-47 in conjunction with overall transit security and equitable access efforts. The report presents ABQ RIDE security data and incident reports from Albuquerque Police Department, Albuquerque Community Safety, and Albuquerque Metro Security.

2. What will this piece of legislation do?

Communicate quarterly security data for ABQ RIDE.

3. Why is this project needed?

This update is in response to O-22-47 requiring the department to provide quarterly statistics on calls for service to ABQ RIDE motorcoaches, Sun Van paratransit vehicles, and the bus stops and stations of the City of Albuquerque Transit Department.

4. How much will it cost and what is the funding source?

There is no additional cost to the city

5. Is there a revenue source associated with this contract? If so, what level of income is projected?

N/A

6. What will happen if the project is not approved?

N/A

7. Is this service already provided by another entity?

N/A

FISCAL IMPACT ANALYSIS

TITLE: Q1 FY26 ABQ RIDE Quarterly Security Report with APD, ACS, and Metro Security Data

R: 0: FUND: n/a

DEPT:

n/a

- [x] No measurable fiscal impact is anticipated, i.e., no impact on fund balance over and above existing appropriations.
- [] (If Applicable) The estimated fiscal impact (defined as impact over and above existing appropriations) of this legislation is as follows:

	2026		 al Years 2027	2028	Total	
Base Salary/Wages Fringe Benefits at Subtotal Personnel			 	 -		- -
Operating Expenses Property			- •	-		- -
Indirect Costs		-	-	-		-
Total Expenses [] Estimated revenues not affected	\$ 	-	\$ _	\$ -	\$	_
[] Estimated revenue impact						
Revenue from program Amount of Grant City Cash Match City Inkind Match City IDOH		_	- -	-		0
Total Revenue	\$ 	_	\$ -	\$ -	\$ 	-

These estimates do not include any adjustment for inflation.

Number of Positions created

COMMENTS: The Transit Department was directed by O-22-47 to submit an executive communication each quarter containing security data from multiple security entities starting in July of 2024 for Q4 FY24.

COMMENTS ON NON-MONETARY IMPACTS TO COMMUNITY/CITY GOVERNMENT:

	PREPARED BY:	APPROVED:		
Pocusigned by: Signed by: Powa Sandord Unistine Borner		Leslie L	eener	
	Haiyan Glas	Donna Sandoval	Signed by: (Laristina Bourner E02028234900470. CITY ECONOMIST	

^{*} Range if not easily quantifiable.

ľ	iy Security	Reporting								
The Albuquerque Police Department, the Metro Security Division of the Department of General Services, the Albuquerque Community Safety Department, and the Albuquerque Transit Department shall proceed with the following										
	Starting in th					or security wervice to Albuquerque Ride motor-coaches, Sun Van paratransit veh	icles, and the bus stops	and stations of	the Albuquerque Transit Departmer	t. The database shall:
						e Police Department, and the Albuquerque Community Safety Department				
		2 Categorize the total numbe	r of calls for servi	ce by type of inc	ident as classifi	ed in the Federal Bureau of Investigation's Uniform Crime Reporting System				
		3 Include the number and typ	es of calls for ser	vice by route, inc	cluding on moto	r-coaches, paratransit vans, at bus stops and transit facilities				
						days of the conclusion of the quarterly reporting period				
						ng, and dissemminating transit security data				
						s Demographic Data Reporting Model into the security incident report template				
	The Adminis					s and stops that other Transit departments have employed, including but not limit	ed to the following:			
	а	Activating bus stations and	stops with public	art, and other ae	sthetic and/or C	rime Prevention Through Environmental Design improvements, and				
	b	Establishing regular presen	ce and natural su	rveillance at bus	stations and st	ops through the growth of the Adopt-A-Stop program				
		1								

ABQ RIDE Quarterly Security Reporting
erque Police Department (APD)
erque Community Safety (ACS)
security Division (Metro)

C(a). 1 Include calls for service made to the Metro Security Division, the Albuquerque Police Department, and the Albuquerque Community Safety Departm

							are di	
	To	Total Calls Per Agency Combined Monthly Agency Calls						
Month	APD***	ACS	Metro***	Total	Proactive	Reactive	or loc	
July , 2025	1530	35	85	1650	1387	263	inclu	
August, 2025	1937	31	22	1990	1743	247	Disturb	
September, 2025	1302	38	40	1380	1201	179	to Se	
TOTALS	4769	104	147	5020	4331	689		

are dassified as proactive. PUATCH is a Period Watch defined as proactively checking an address for location. Security Checkis related fortiles confusing proactive-bround reclase of Transit facilities (bus slops, transit contens) to ensure these areas enmain safe. Other APD categories that are included in this court are Orated Event Traffe, Check Busgicious, Cortact, Trag. Subsect. Orate Distarbance, Traffic Step, Field Sterling, Tac Plan, Community Actively, and Subject Stop, in additionary to Security Checker. Post Step Categories and Community Actively, and Subject Stop, in additionary to Security Checker.

C(a). 2 Categorize the total number of calls for service by type of incident as classified in the Federal Bureau of Investigation's Uniform Crime Reporting System

Class A APD Report	ass A APD Reports													
Month	VANDALISM	FIRE CALL	AGGRAVATED ASSAULT / BATTERY	FIGHT IN PROGRESS	STABBING	SEX OFFENSE	CSP	NARCOTICS	SHOOTING	ROBBERY	ARMED ROBERY INDIVIDUAL	PHYSICAL ABUSE	SHOTS FIRED /SHOT SPOTTER	MONTH TOTALS
July , 2025	7	0	4	1	1	3	1	0	1	0	1	0	1	20
August, 2025	7	0	8	0	0	2	0	0	0	1	1	1	0	20
September, 2025	6	1	7	1	0	1	0	0	0	0	1	0	1	18
TOTALS	20	1	19	2	1	6	1	0	1	1	3	1	2	58

Class B APD Reports	s																										
Month	TRAFFIC ACCIDENT NO INJURY	SUSPICIOUS PERSON / VEHICLE	DIRECT TRAFFIC	STOLEN VEH FOUND	1-E911 HANG UP	DOA	DISTURBANCE	TRAFFIC ACCIDENT	CRIME SCENE	INVESTIGATION OF	FAMILY DISPUTE	WANTED PERSON	SUICIDE	PU/DELIVER ITEM	RESCUE	THEFT/FRAU D/EMBE	DRUNK DRIVER		LOUD	PANHANDLE RS	BEHAVIORAL HEALTH	REPO/PP TOW		WELFARE	LOUD A	AGGRAVAT ED DRIVER	MONTH
July , 2025	28	47	9	2	11	1	23	6	0	0	1	1	1	0	13	2	0	0	0	4	0	1	2	2	0 7	0	154
August, 2025	34	59	10	1	18	0	21	9	2	1	2	2	- 1	2	10	1	2	- 1	0	0	1	0	2	5	0 /	0	184
September, 2025	23	45	4	0	6	0	16	7	- 1	1	1	3	0	0	3	0	0	0	1	0	0	0	0	- 1	1 /	1	114
TOTALS	85	151	23	3	35	1	60	22	3	2	4	6	2	2	26	3	2	1	1	4	1	1	4	8	1	1	452
APD Proactive Repo	rts (Class B)												1														
Month		ONSITE DIRECT TRAFFIC	ONSITE SUSPICIOUS	CONTACT	TRNG. STUDENT	ONSITE DISTURBANCE	FIELD BRIEFING	TAC PLAN	COMMUNITY	TRAFFIC STOP	ONSITE AUTO	MONTH TOTALS															
hai none	220	60	700	OF.	0	20		74				4255	1														

ACS Reports at Bus	ACS Reports at Bus Stops and Transit Centers											
	BEHAVIORAL	SUICIDAL	UNSHELTERED			SUSPICIOUS		GOLDEN				
Month	HEALTH	IDEATION	INDIVIDUAL	WELFARE CHECK	WELLNESS CHECK	PERSON	DISTURBANCE	OPPORTUNITY	MONTH TOTALS			
July , 2025	0	1	15	1	16	2	0	0	35			
August, 2025	1	3	15	1	10	0	1	0	31			
September, 2025	3	1	20	1	11	0	0	2	38			
TOTALS	4	5	50	3	37	2	1	2	104			

Class A Metro Security Reports											
Month	ASSAULT	BATTERY	FIGHT	FIRE	NARCOTICS	VANDALISM	MONTH TOTALS				
July , 2025	0	0	0	0	5	0	5				
August, 2025	- 1	0	0	0	1	0	2				
September, 2025	0	0	0	0	2	0	2				
TOTALS	1	0		0	8	0	9				

Class B Metro Sec	lass B Metro Security Reports													
Month	MENTAL HEALTH	LOITERING	DISORDERLY CONDUCT	SOLID WASTE INTERACTION / ENCAMPMENT NOTICES	INTOXICATED	SUSPICIOUS SITUATION	SUSPICIOUS PERSON	ENCAMPMENT	WELLNESS / MEDICAL	ACS ENGAGEMENT**	OTHER, INCL. TRAFFIC*	MONTH TOTALS		
July . 202	5 0	14	- 11	4	8	1	0	2	7	1	1	49		
August, 202	5 0	4	2	0	1	0	1	0	1	1	0	10		
September, 202	5 0	1	3	0	0	0	0	1	2	0	0	7		
TOTAL	8 0	19	16	4	9	1	1	3	10	2	1	66		

10 "Other includes non calls for service ie. animal call, duress
7 call, median checks, overtime event, transit facility, etc.
156 "This data may be a duplicate from ACS or APD.

Metro Security Proa	Metro Security Proactive Reports (Class B)										
Month	SECURITY	POST	FIRE WATCH	ADMINISTRATIVE	ESCORT TO VEHICLE	MONTH TOTALS					
July . 2025	31	0	0	0	0	31					
August 2025	10	0	0	0	0	10					
September, 2025	31	0	0	0	0	31					
TOTALS	79	0		0		72					

C (a). 3 Include the number and types of calls for service by route, including on motor-coaches, paratransit vans, at bus stops and transit facilities. 'See the following tabs for incident category by route.

Month	Bus	Bus Stop	Facility	MONTH TOTALS
July , 2025	0	1409	121	1530
August, 2025	0	1753	184	1937
September, 2025	0	1129	173	1302

Event by Location At	cs			
Month	Bus	Bus Stop	Transit Centers	MONTH TOTALS
July , 2025	0	24	11	35
August, 2025	0	22	9	31
September, 2025	0	29	9	38
TOTALS		76	20	104

Event by Location Metro Security									
Month	Bus	Bus Stop	Facility	MONTH TOTALS					
July . 2025	1	19	65	85					
August, 2025	0	2	20	22					
September, 2025	1	10	29	40					
TOTALS	2	31	114	147					
TOTALU	_	, , , , , , , , , , , , , , , , , , ,		do not unt cunniu huc d					

A (a). 4 (c). Incorporate the Albuquerque Community Safety Department's Demographic Data Reporting Model into the security incident report template

Calls for APD Service b	Ils for APD Service by Route #5															
	Loitering	Intoxicated	Disorderly Conduct	Security Check	Wellness / Medical	Encampment	Narcotics	Smoking	Suspicious Situation	Fire	Median Check	Administrative	Mental Health	Assault	Battery	Other
July , 2025	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
August, 2025	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
September, 2025	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
talls for ACS Service by Route #5																
	Loitering	Intoxicated	Disorderly Conduct	Security Check	Wellness / Medical	Encampment	Narcotics	Smoking	Suspicious Situation	Fire	Median Check	Administrative	Mental Health	Assault	Battery	Other
July , 2025	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
August, 2025	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
September, 2025	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Calls for Metro Security	y Service by Route #5	i														
	Loitering	Intoxicated	Disorderly Conduct	Security Check	Wellness / Medical	Encampment	Narcotics	Smoking	Suspicious Situation	Fire	Median Check	Administrative	Mental Health	Assault	Battery	Other
July , 2025	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
August, 2025	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
September, 2025	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTALS	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
*Please note there is no 'by	route' data available fo	APD and ACS,														1
*Please note that this secur	rity report only includes b	us routes where Metro S	Security responded to securit	ty incidents in the last qu	arter. Other bus routes are	not listed, because there	were no calls to those rou	tes by Metro Security.						QUARTE	RLY TOTAL	

	Loitering	Intoxicated	Disorderly Conduct	Security Check	Wellness / Medical	Encampment	Narcotics	Smoking	Suspicious Situation	Fire	Median Check	Administrative	Mental Health	Assault	Battery	Other
July , 2025	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
August, 2025	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
September, 2025	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
alls for ACS Service	by Route #66						l .				1				l .	l
	Loitering	Intoxicated	Disorderly Conduct	Security Check	Wellness / Medical	Encampment	Narcotics	Smoking	Suspicious Situation	Fire	Median Check	Administrative	Mental Health	Assault	Battery	Other
July , 2025	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
August, 2025	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
September, 2025	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
alls for Metro Securit	ty Service by Route #	66														
	Loitering	Intoxicated	Disorderly Conduct	Security Check	Wellness / Medical	Encampment	Narcotics	Smoking	Suspicious Situation	Fire	Median Check	Administrative	Mental Health	Assault	Battery	Other
July , 2025	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0
August, 2025	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
September, 2025	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0
TALS	2	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0
											I .					
lease note there is no 'b'		100														

CITY of ALBUQUERQUE TWENTY FIFTH COUNCIL

COUNCIL BILL NO. F/S(3) 0-22-47 ENACTMENT NO. 0-2023-005 SPONSORED BY: Klarissa Peña, Pat Davis, Tammy Fiebelkorn, Dan Lewis 1 **ORDINANCE** THE ALBUQUERQUE TRANSIT SECURITY AND EQUITABLE ACCESS 2 ORDINANCE, AMENDING CHAPTER 7 ARTICLE 2, SECTION 1 OF THE TRANSIT 3 ORDINANCE, REQUIRING SECURITY PLANNING AND FARE AND ACCESS 4 STUDIES TO IMPROVE ACCESSIBILITY AND SECURITY ON THE ABQ RIDE 5 6 AND SUN VAN TRANSIT SYSTEMS. 7 WHEREAS, the City of Albuquerque operates ABQ Ride and Sun Van Paratransit which provide transit services to the Citizens of Albuquerque and 8 9 Bernalillo County, providing millions of rides a year; and WHEREAS, public transit exists as a public service that provides a mobility 10 Bracketed/Strikethrough Material] - Deletion 11 option for those who forgo the use of a personal vehicle for any number of [Bracketed/Underscored Material] - New 12 reasons including financial situations, differing abilities, or a desire to reduce 13 one's environmental impact; and WHEREAS, these services are a low-emissions and zero fare alternative to 14 automobiles for commuters, and are the primary means of transport for tens 15 of thousands of persons who qualify as "Transit Dependent" in Bernalillo 16 County as defined by the Federal Transit Administration of the United States 17 Department of Transportation; and 18 WHEREAS, as with other transit agencies throughout the United States, 19 security on board ABQ Ride Coaches, Sun Van Paratransit Vehicles, at bus 20 stops, where many security incidents occur, and at transit stations, is 21 becoming of increasing concern, to both the drivers of transit vehicles and 22 passengers. These concerns, if left unattended, will deter passengers from 23 using transit and impede the recruitment and retention of motor-coach and 24 25 paratransit vehicle operators over time; and

WHEREAS, the City Council previously committed \$1 million to increase Transit Security and desires to renew that commitment. It is imperative that the City of Albuquerque develop and implement a strategy to address security concerns on the transit system, including, creating near-term action plans to improve responses to incidents on transit vehicles, at bus stops and transit stations, better tracking and analyzing individual security incidents, trends, and developing and implementing a long-term public transit safety strategy; and

WHEREAS, an important management tool of public safety is the maintenance of high visibility facilities and equipment in prime condition to encourage patrons to use the asset constructively and not in a destructive manner. The Transit Department manages a large number of bus stops with benches, bus shelters, and ART Bus Stations. Providing premium maintenance for these stations is necessary to deter loitering and vandalism, and to promote comfort and enjoyment by the public; and

WHEREAS, the City of Albuquerque initiated a system wide Zero Fare Transit Pilot Project in June of 2022 through June of 2023. The City Council unanimously instituted the Zero Fare Pilot Program, which called for a study to assess the program allowing the Council to make an informed decision about the future of the program; and

WHEREAS, the transit system's security issues that existed prior to the beginning of the Zero Fare Pilot Program have continued during the Zero Fare Pilot Program with some types of illegal activity abating and others increasing; and

WHEREAS, there could be multiple benefits to a pass system that helps provide accountability amongst riders while also offering the benefits of zero fares. The Transit Department has completed a Federal Transit Administration required Equity Analysis to determine the impact of a pass fare structure on the Transit's Departments passengers and determined, if structured appropriately, would comply with the Federal Government's equity requirements pertaining to transit dependent populations; and

WHEREAS, for the success and long-term sustainability of the Albuquerque Transit System, it is imperative that the City establish

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- competitive pay scales and a safe operating environment for motor-coach and 1 paratransit van operators. For more than a decade, the City's Transit 2 Department has been unable to staff a full complement of motor coach and 3 paratransit van operators due to below-market pay scales. In recent years the 4 operator vacancy rate has required the Department to reduce the number of 5 motor coaches serving bus routes, creating long wait times between bus 6 arrivals, and diminishing the quality of the City's transit service; and 7 WHEREAS, the people of Albuquerque, through the City of 8 Albuquerque, completed a significant investment to develop a rapid transit
- 9 bus system along Central Avenue, and they should be able to benefit from it 10 11 through a zero-fare program.
- BE IT ORDAINED BY THE COUNCIL, THE GOVERNING BODY OF THE CITY OF 12 13 **ALBUQUERQUE:**
- SECTION 1. A new Section §2-11-20 is created. 14
- "(1) A separate program strategy for Motor Coach and Para-Transit 15 Operators, Mechanics, Vehicle Cleaners, Transit Operations Personnel, and 16 Security Officers salaries and benefits shall be created within the Transit 17 Enterprise fund to be used to fund salaries and benefits for Transit Motor 18 Coach and Para-Transit Operators. The program strategy shall be funded with 19 general fund revenues and any fare revenues, and other sources as is 20 21 applicable."

SECTION 2. Section §7-2-2-1 is amended as follows:

- "(A) Public transit boarding areas, including bus stops, are reserved for passengers only. It shall be a violation of this section for any person to be present in these boarding areas except for:
 - (1) A passenger boarding or exiting the designated public transit.
- (2) A passenger waiting in the designated boarding area with the intent to board the next designated public transit vehicle to arrive in the direction of travel.
 - (3) City-authorized persons.
 - (4) An individual passing through the boarding area.
- (B) It shall be a violation of this section for any person to be present in 32 these boarding areas at times outside the designated public transit service 33

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SECTION 7. The Administration shall, by September 30, 2023, submit to Council for its receipt an evaluation report, as mandated by O-21-67, on the Zero Fare Pilot Project. The report shall, but is not limited to, reviewing the

[Bracketed/Underscored Material] - New Bracketed/Strikethrough Material] - Deletion

impacts of the project on transit system security, ridership, rolling stock 1 maintenance and operations, and operational expenses. The Transit 2 Department shall establish a technical team to oversee the study that shall 3 include a member from the Transit Advisory Board, the City Council Services 4 Staff, a representative from social service agencies whose clients fall within 5 the category of transit dependent, and any other member the Transit 6 Department considers beneficial to the development of the study. 7 SECTION 8. If the Post-Zero Fare Pilot Project study mandated in Section 7 8 of this Ordinance recommends the implementation of a permanent zero 9 fare program, it shall also include a cost benefit analysis of the potential for 10 creating a fare box universal pass-identification program as a method for 11 12 improving security and safety aboard the Albuquerque Ride and Sun Van Systems. The analysis shall include, but is not limited to, reviewing a method 13 for creating and distributing passes that is equitable and accessible for all 14 persons, especially those qualified as transit dependent, the process for 15 applying for, receiving and replacing passes, the terms of the passes, the 16 features that shall be included on the passes, and the ability to utilize 17 18 technology as e-passes, apps, pass readers, and for applying for distributing and issuing and enforcing the use of passes. The analysis shall also review a 19 process for distributing the passes identifing ways to assist social service 20 agencies through funding or other means, and providing clientele with transit 21 passes. In addition, the analysis shall also include a phase-in program, the 22 estimated start-up cost for a full time pass program, the estimated annual cost 23 to operate the program, and establish an administrative structure required to 24 25 operate the program. The study shall further include an analysis of the logistics of boarding, presenting passes, and tracking passes to show impacts 26 of a pass system on the timing of transit, impact on drivers, and how passes 27 will be tracked to provide accountability. The study shall be overseen by a 28 29 technical advisory team comprised of members from the Transit Department, the Metro Security Division of the General Services Department, the Office of 30 Equity and Inclusion, the Council Services Department, the Information 31 Technology Services Department, and other members the Transit Department 32 33 deems beneficial to the team.

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SECTION 9. The Transit Department shall establish a process by which 1 applicants, for eligibility to use the Transit Department's Americans with 2 Disabilities Act Paratransit Service (Sun Van), shall be able to self-certify as to 3 their disability. To implement this program the Transit Department shall create 4 an implementation plan to improve the access and the equity for qualifying for 5 and utilizing the Department's Sun Van Service. The implementation plan is to 6 be completed and transmitted to the Council Office by within fourteen weeks 7 following the effective date of this ordinance. The self-attesting process shall 8 be implemented no later than June 30th 2023. The implementation plan shall be 9 overseen by a technical advisory team comprised of members from the Transit 10 Department and Sun Van staff, Sun Van riders or members of the Paratransit 11 Advisory Board, the Office of Equity and Inclusion, the Council Services 12 Department and other members the Transit Department deems beneficial to the 13 team. The implementation plan shall, but is not limited to, reviewing the 14 following: streamlining the application process, the viability of applicants 15 self-attesting as to their condition, utilizing any of a variety of documents to 16 prove the status of why applicants require the Sun Van Service, placing as 17 much of the application process online as possible, improving on-line scheduling, identifying strategies to recruit and retain drivers, and the cost to implement the recommendations of the implementation plan.

SECTION 10. To address the increasing security issues on the City's Transit and Paratransit Systems the City Administration shall develop a short-range tactical plan, a long-range security program and a security incident tracking system to respond to security calls for service on ABQ Ride motor coaches, Sun Van paratransit vehicles, and at bus stops and transit stations. This effort shall be a collaborative effort amongst relevant City Departments, which may include but is not limited to, the Albuquerque Police Department, the Metro Security Division of the Department of General Services, the Albuquerque Transit Department, the Office of Equity and Inclusion, and the Albuquerque Community Safety Department. The Bernalillo County Sheriff's Department shall be invited to participate in this initiative as the Transit Department operates routes in unincorporated Bernalillo County.

A. Tactical Plan. The tactical plan shall:

- a. Address all levels of calls ranging from low priority incidences to
 higher priority situations where health and safety are at risk for motor coach
 and van operators and passengers.
 - b. Develop a procedure to prevent access to transit by individuals who have been abusive or dangerous toward drivers or the public, on an ABQ RIDE motor-coach, a Sun Van paratransit vehicle, at bus stops, or transit stations, by causing them to lose access to transit for an appropriate period of time via a trespass citation or other appropriate means. The procedure shall also include a process for:
 - i. Distributing to relevant Transit Department personnel a continually updated list of persons who have lost their access to the transit system.
 - ii. A program for training Transit Department personnel on the procedures to follow when they encounter attempted bus usage by an individual who has lost their access.
 - iii. A list of procedures for removing a person who has lost access from an ABQ Ride motor-coach, a Sun Van paratransit vehicle, a bus stop or transit station, or other facility.
 - c. The plan shall layout a process to most effectively utilize video and communications technologies currently embedded on the motor-coach and paratransit fleet to improve communications between the motor-coach operators, the Transit Department's Operations Center, and the Metro Security Division, the Albuquerque Police Department and Albuquerque Community Safety Department.
 - d. The tactical plan shall undergo an analysis by the Office of Equity and Inclusion to determine if the plan will adversely impact or target persons unfairly.

The tactical plan shall be communicated to the Director of the City Council Services Division through an Interoffice-Memo thirty days after the publishing of this Ordinance.

B. Long Range Security Program. The Albuquerque Transit Department, the Albuquerque Police Department, the Metro Security Division of the Department of General Services, the Office of Equity and Inclusion, and the

Albuquerque Community Safety Department with the assistance of the City

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- Transit Department, technology upgrades that would support security and safety, and the cost to implement the improvements.
- e. The tactical plan shall quickly implement ways and means to improve the cleanliness, lighting, state of repair, and overall appearance of the Transit Department's rolling stock, bus stops, bus shelters and stations so as to provide an attractive venue that encourages the legitimate and law-abiding use of the Department's facilities and equipment.
- f. The plan shall include a robust public outreach process to all impacted stake holders especially the transit dependent, regular transit users, employees of the transit system and persons with businesses or residence nearby or abutting bus stops and stations.
- g. The plan shall undergo an analysis by the Office of Equity and Inclusion to determine if the plan will adversely impact or target persons unfairly.
- 15 This study shall be communicated to Council via Executive Communication, 16 or Official Communication by March 1st, of 2024.
 - C. The Albuquerque Police Department, the Metro Security Division of the Department of General Services, the Albuquerque Community Safety Department, and the Albuquerque Transit Department shall proceed with the following:
 - a. Starting in the 4th quarter of Fiscal Year 24, compile on a quarterly basis, statistics on calls for security service to Albuquerque Ride motor-coaches, Sun Van paratransit vehicles, and the bus stops and stations of the Albuquerque Transit Department. The database shall:
 - 1) Include calls for service made to the Metro Security Division, the Albuquerque Police Department, and the Albuquerque Community Safety Department,
 - 2) Categorize the total number of calls for service by type of incident as classified in the Federal Bureau of Investigation's Uniform Crime Reporting System,
 - 3) Include the number and types of calls for service by route, including on motor-coaches, paratransit vans, at bus stops and transit facilities, and

	1	invalid or unenforceable by any court of competent jurisdiction, such decision
	2	shall not affect the validity of the remaining provisions of this ordinance. The
	3	Council hereby declares that it would have passed this ordinance and each
	4	section, paragraph, sentence, clause, word or phrase thereof irrespective of
	5	any provision being declared unconstitutional or otherwise invalid.
	6	SECTION 13. COMPILATION. Sections 1-6 of this ordinance shall be
	7	incorporated in and made part of the Revised Ordinances of Albuquerque,
	8	New Mexico, 1994.
	9	SECTION 14. EFFECTIVE DATE. This ordinance takes effect five days after
	10	publication by title and general summary.
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-1	PASSED AND ADOPTED THIS 6th DAY OF February, 2023
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4	For: Benton, Davis, Fiebelkorn, Grout, Jones, Peña, Sanchez
5	Against: Bassan, Lewis
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8	Pat Davis, President
9	City Council
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12	13 51
13 14	APPROVED THIS 1 DAY OF 2 my, 2023
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17	Bill No. F/S(3) O-22-47
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29 29	Ethan Watson, City Clerk
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